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## Freedom of Information Request – Ref: FOI 340-1819

Thank you for your recent Freedom of Information request about Patient Transport.  
Please find our response below.

1. Do you have dedicated team responsible for arranging patient transport when they leave your hospital? - Yes / No If NO please explain how patient transport is arranged If YES how many are in this team? **There isn't a specific team, individual teams do as and when required – we do not offer this service freely like Acute Services**
2. Do you provide a 7 day week service? **Yes, the service is provided as required.**
3. Approximately how many bookings are made each year (if possible please split this into inpatient and outpatient visits)? **In the last financial year (2017-18) we were aware of 90 Non-Secure bookings and 139 Secure bookings. The Trust does not hold data that specifies the reasons.**
4. Who else is involved in the process – Please list each stakeholder for example Nurse, Bed Manager, Sisters/Matrons, Finance, CCG Finance, CCG Transport Provider, Own Transport Department, Other? **Inpatient Teams, Nurses, Bed Management, Administrators, Community Teams, Finance, CCG Finance, Transport Provider, Taxi**
5. Do you have your own transport department who transport the patient to their destination? **No**
6. What systems and applications do you use to capture and track the transport bookings? **We use a combination of spreadsheets and a booking portal provided by 365 Response (secure transport bookings only).**
7. Is this an off the shelf/package or in house developed system? **The secure transport booking portal is a packaged system provided by 365 Response.**
8. Do you have many disputed invoices with the CCGs for Patient Transport **No.**

Yours sincerely,

*Francis Perrin*

**FRANCIS PERRIN**  
**Trust Secretariat Support Officer**  
**2gether NHS Foundation Trust**

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or write to: OPSI, 102 Petty France, London SW1H 9AJ.